

GAIN: THE BRIDGE TO INDEPENDENCE

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1510 OVERVIEW

A transfer of participant records occurs when CalWORKs participants move/change residence from one GAIN Region/CalWORKs office or from one county to another within California.

1511 KEY POINTS

- There is a “No Return Policy” for any GAIN Participant Record Folders (GPRF) transferred from one Region to another. The receiving GAIN Services Worker (GSW) is responsible for completing any necessary pending actions and replacing missing documentation.
- When a participant moves from one GAIN Region/CalWORKs office to another, changes in assignment, service provider and/or supportive services may be necessary.
- The sending GAIN Region/CalWORKs office remains responsible for service until the GPRF is received by the new GAIN Region/CalWORKs office. The receiving office shall make an exception to this rule if the participant claims hardship.
- As part of the 30-calendar day Inter-County Transfer (ICT) transition process, the receiving county shall establish a CalWORKs Welfare-to-Work (WtW) case and ensure that the transferred participant remains engaged in the appropriate WtW activities with minimal (if any) disruption.
- Supportive services shall be provided by the sending county during the 30-calendar day ICT period, if necessary, for the participant to participate in the program activity which he/she is assigned or to accept/retain employment.
- The receiving county must ensure supportive services are offered and/or continued and the appropriate forms are completed.
- If a WtW plan was completed by the sending county, the receiving county shall review the plan during the follow up appointment.
- The receiving county must consider a participant’s circumstances when determining whether the activities in the WtW plan remain appropriate. In cases where the transfer is to a nearby county, the receiving county has the discretion to allow an individual to continue with the plan established by the sending county, providing that the participant agrees with and requests such an arrangement.
- If a WtW plan was not previously developed, the receiving county shall place the transferred participant in the same activity not completed because of moving, or in the next appropriate GAIN/WtW activity, provided the participant agrees with and requests such an arrangement.

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1512 POLICY

.1 Inter-Region Transfers

An Inter-Region Transfer is the transfer of a GPRF from one GAIN Region or CalWORKs office to another. An Inter-Region Transfer occurs when a GAIN participant changes his/her residence from one GAIN Region/CalWORKs office service area to another within the county. Such transfers can only take place between GAIN Regions or CalWORKs offices (e.g. a GAIN Region can only transfer participants records to another GAIN Region, and a CalWORKs office can only transfer participant records to another CalWORKs office).

.11 Change of Region

.111 Participant Contact

- (a) When a participant moves to another GAIN Region/CalWORKs office, he/she must be contacted immediately to determine if participant's GPRF needs to be transferred to a new Region.
- (b) If a change in service provider and/or supportive services is needed ([See Chapter 1400](#));
- (c) If the participant can be contacted by telephone, the need for any changes can be discussed by phone and should be documented in the case via GEARS MGPA screen; or
- (d) If the participant cannot be contacted by telephone, a GN 6010-5, GSW Appointment Letter (discuss move), must be generated via GEARS within one workday requesting the participant to come into the GAIN Region/CalWORKs office to discuss any changes that may be needed as a result of his/her move.

.112 Participant Interview

- (a) If participant chooses to have his/her case in the Region that differs from his/her residence (new Region close to work, school, etc.), a written statement by participant on a PA 853, Affidavit, should be in the GPRF requesting the receiving Region.
- (b) If no service provider and/or supportive services changes are requested or needed, the GPRF must be immediately transferred to the new GAIN Region/CalWORKs office;
- (c) If it is determined that transportation to the current assignment is not within a reasonable travel time (the round trip travel time exceeds two hours), the participant has the option to waive travel

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distance/time limits and continue to participate in the assignment;
or,

- (d) If the participant chooses or needs a change in provider and/or supportive services:
 - (1) A referral to a new provider and new supportive services arrangements must be made.
 - (2) If a new provider is not available within 15 work days, the participant must be referred to an interim activity ([See Chapter 700, Job Services](#)).
 - (3) If there are no service providers available for an assigned post-assessment activity, the participant shall be referred to the second activity recommended in the WtW plan.
 - (4) Within one workday, the previous assignment and supportive services payments must be closed via GEARS and the previous service provider must be notified via a GEARS generated GN 6011, Service Provider Cancellation/Stop Notice.

.113 Transfer of the Participant Record Folder

- (a) After any necessary provider or supportive services changes are completed, the GPRF will be prepared for transfer to the new GAIN Region/CalWORKs office via the Assignment/Transfer Clerk.
- (b) The GN 6042, Inter-Region Transfer Transmittal, will be attached to the GPRF relating any pertinent information the new GAIN Region/CalWORKs office should know.

.12 Incoming Transfer

.121 Upon receipt of the GPRF by the Assignment/Transfer Clerk in the new GAIN Region/CalWORKs office:

- (a) *The receiving Region shall adhere to the "No Return Policy" whenever a case is received from another Region.* If a case appears to have been sent to the Region in error, the Region will determine if the case was forwarded at participant request (new Region close to work, school, etc.), or if there was an error. If the participant requested a different Region than the appropriate Region based on his/her address, a PA 853 Affidavit should be in the GPRF requesting the new Region or that the GSW documented that participant requested the receiving Region via telephone. The explanation should also appear on the GN 6042,

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Inter-Region Transfer Transmittal, that a PA 853 or documentation is on file, with the reason for the transfer of GPRF. Additionally, this is documented on GEARS screen MGPA. If the transfer clerk determines there was an error, the case shall be expeditiously forwarded to the correct Region.

- (b) A new GSW shall be assigned within one workday of physical receipt of the GPRF.
- (c) Upon input to GEARS of new location code and GSW file number by the Assignment/Transfer Clerk, a GN 6043, GAIN Services Worker Change Notice, will be generated via GEARS within one workday and sent to the participant advising him/her of the transfer, and the new GSW contact information.
- (d) GEARS will automatically send notification to the Eligibility Worker (EW) via LEADER of the new GSW and GAIN location.

.122 Upon receipt of the GPRF by the new GSW:

- (a) The folder's contents and GEARS records must be reviewed for conformity with all existing policies and procedures.
- (b) The case shall not be returned to the sending Region if the case received is missing documentation, contains case error(s) or requires further action. The receiving GSW is responsible to bring the case current and in compliance with GAIN policy and procedures.

.2 Inter-County Transfers

An Inter-county Transfer (ICT) is a transfer of responsibility for determination of GAIN participation and for provision of GAIN services from one county to another. The transfer will be coordinated with the transfer of responsibility for the provision of developing the WtW activity/plan and the CalWORKs payment.

The GSW is responsible for coordinating with the EW transfer activities for both outgoing and incoming ICT's. This includes providing documents to and receiving documents from the other county. This is to help ensure the provision of appropriate services to the participant in the receiving county with the least possible disruption of the participant's activity and with as little duplication of effort as possible.

CalWORKs designated ICT staff are responsible for processing all case transfers to other counties in California. Once a participant has relocated to another county within the State, the sending county is required to notify the other county of the transfer and provide all necessary documents in the ICT packet within seven work days from the notification date of the case transfer. The WtW plan, which is among the documentation that must be included in the ICT packet, shall be provided to the WtW staff in the receiving county within one work day of receipt.

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WtW staff are responsible for developing and approving WtW plans and providing supportive services to CalWORKs participants who have relocated to another county within California. The WtW case shall be established by the receiving county within 30 calendar days of the date it is notified of the transfer. During the fact-gathering interview, the WtW staff in the receiving county are to review the WtW plan and determine, based on the local labor market information and available resources, if the activities of the plan remain appropriate. If it is determined that a plan was not developed by the sending county, the participant shall be placed in an activity equivalent to where he/she was in the CalWORKs WtW flow in the sending county.

.21 Outgoing Transfer

.211 Notification of Out-of-County Move

(a) Notification from Participant

Upon notification from the participant or service provider that the participant has moved out of the County:

- (1) The GSW must remind the participant of the requirement to immediately inform his/her CalWORKs EW of the move and to report it on his/her next QR-7, Quarterly Eligibility/Status Report. The GSW shall also inform the CalWORKs office of the move via GEARS MNOF (GN 60016) and MLCM screens within one workday.
- (2) Upon confirmation of the participant's new address, information must be updated on GEARS MCAP screen within one workday. Address and phone changes made on the MCAP screen will automatically generate a transaction to LEADER to automatically accept and update the participant's CalWORKs case record.

(b) Notification from CalWORKs ICT EW

Upon notification from the EW via GEARS alert that the participant has moved out of the County, the GSW will take appropriate action to coordinate the outgoing transfer. All necessary GEARS updates must be updated within one workday.

.212 Preparing Documents for New County

Within one workday of notification from the EW that the participant moved to another county, the following documents must be photocopied/printed and sent to the CalWORKs ICT EW for forwarding with the CalWORKs documents to the new county:

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(a) Pre-Assessment Participants

- (1) Appraisal record, including employment, education and welfare history (printed from GEARS appraisal screen);
- (2) Latest progress report, if applicable; and,
- (3) Work-related (ancillary) expense record, if applicable, (such as printouts from GEARS screens, Ancillary Expense Authorization Selection (SAEA) and Maintain Ancillary Expense Authorizations (MAEA)).

(b) Post-Assessment Participants

- (1) All documents listed above for pre-assessment participants;
- (2) Assessment results; and,
- (3) Welfare-to-Work plan.

(c) Learning Disability (LD) Participants

- (1) Obtain client's written permission using the WTW 20, Permission To Release Learning Disabilities Information, to receiving county; and
- (2) Forward copy of the LD evaluation to CalWORKs ICT EW for forwarding with the CalWORKs documents to the new county.

.213 Cancellation of Activities

Within one workday of notification from the EW that the participant moved out of the County, the participant's activity assignment and supportive services payments will be stopped effective the date of the move.

EXCEPTION: This may not apply for moves to adjacent counties as indicated below or during the 30-calendar day ICT period, if it is necessary for the participant to participate in the program activity which he/she is assigned or to accept/retain employment. In this case, supportive services shall be provided by the sending county. ([See Chapter 1200, Child Care](#))

.214 Out-of-County Move to Adjacent County

If the participant has moved to an adjacent county (Riverside, Orange, Kern, Ventura or San Bernardino) and wishes to continue participating

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in GAIN in Los Angeles County until the CalWORKs case is discontinued, the activity assignment and supportive services payments will be continued through the effective date of the CalWORKs discontinuance. ([See Chapter 1200, Child Care](#))

EXCEPTION: If the participant's current GAIN activity is provided by a unified school district, the participant's assignment must be stopped on GEARS within one workday, as school districts serve only those individuals who reside within their district boundaries.

.215 GAIN Participant Record Folder (GPRF) Retention until CalWORKs Discontinuance

- (a) The GPRF will be retained by the GSW until the 15th of each month following the month of the CalWORKs discontinuance.
- (b) If no rescission/inclusion in the assistance unit occurs after the 15th of the month following the month of the CalWORKs terminations, the GAIN case is deregistered within one workday.
- (c) Upon deregistration, the GPRF will be transferred to the X-File via the Case Assignment/Transfer Clerk within one workday according to existing policy.

.22 Incoming Transfer

Upon determination in the appraisal fact-gathering interview, either by review of the GPRF and/or by other sources, that a new registrant is an incoming ICT and was a GAIN participant in the previous county, the GSW will take appropriate action as described below. ([See Chapter 500, Appraisal](#))

.221 If GAIN documents from the sending county are in the GPRF:

- (a) The participant's prior GAIN activities will be discussed to determine the next appropriate GAIN assignment.
- (b) If a WtW plan was developed for the participant by the prior county, the participant shall be referred to a service provider for the recommended WtW activity, based on available resources.
- (c) If there are no service providers available for the recommended WtW activity, the participant shall be referred to next appropriate WtW activity.

.222 If GAIN documents from the sending county are **not** in the GPRF:

- (a) Advise the GAIN Regional Clerical Supervisor that the ICT documents were not received from the sending County.

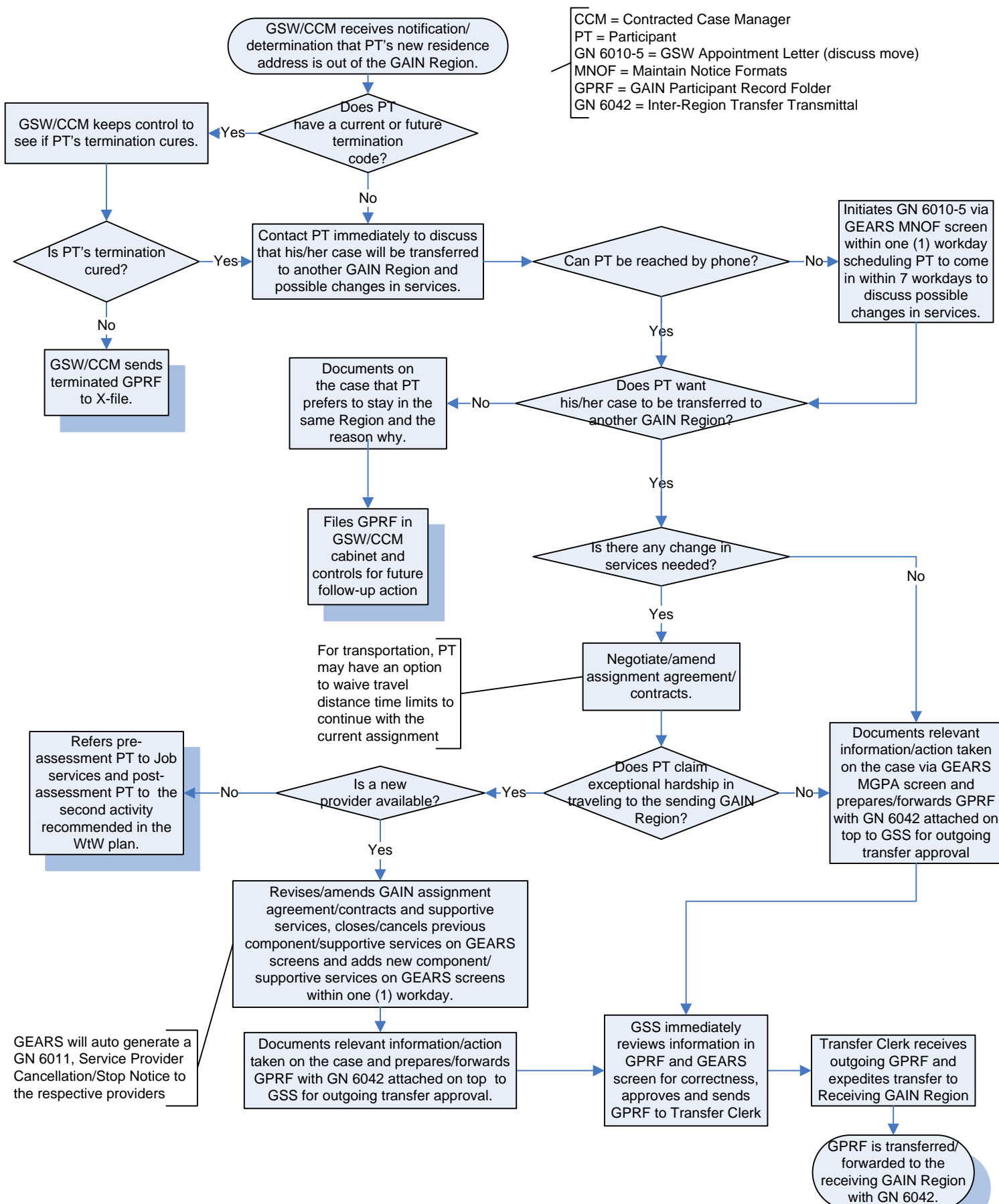
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- (b) The case-carrying EW must be telephoned to request the GAIN-related documents, or their equivalent, listed in ([Section 1512.21.212](#)) preceding.
- (c) If GAIN documents are not received from the sending County, the fact-gathering interview must be conducted as though the individual is new to GAIN.
- (d) Control/monitor for future action.

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1513 DECISION CHARTS

.1 Inter-Region Outgoing Transfer Decision Chart – GAIN Services Worker



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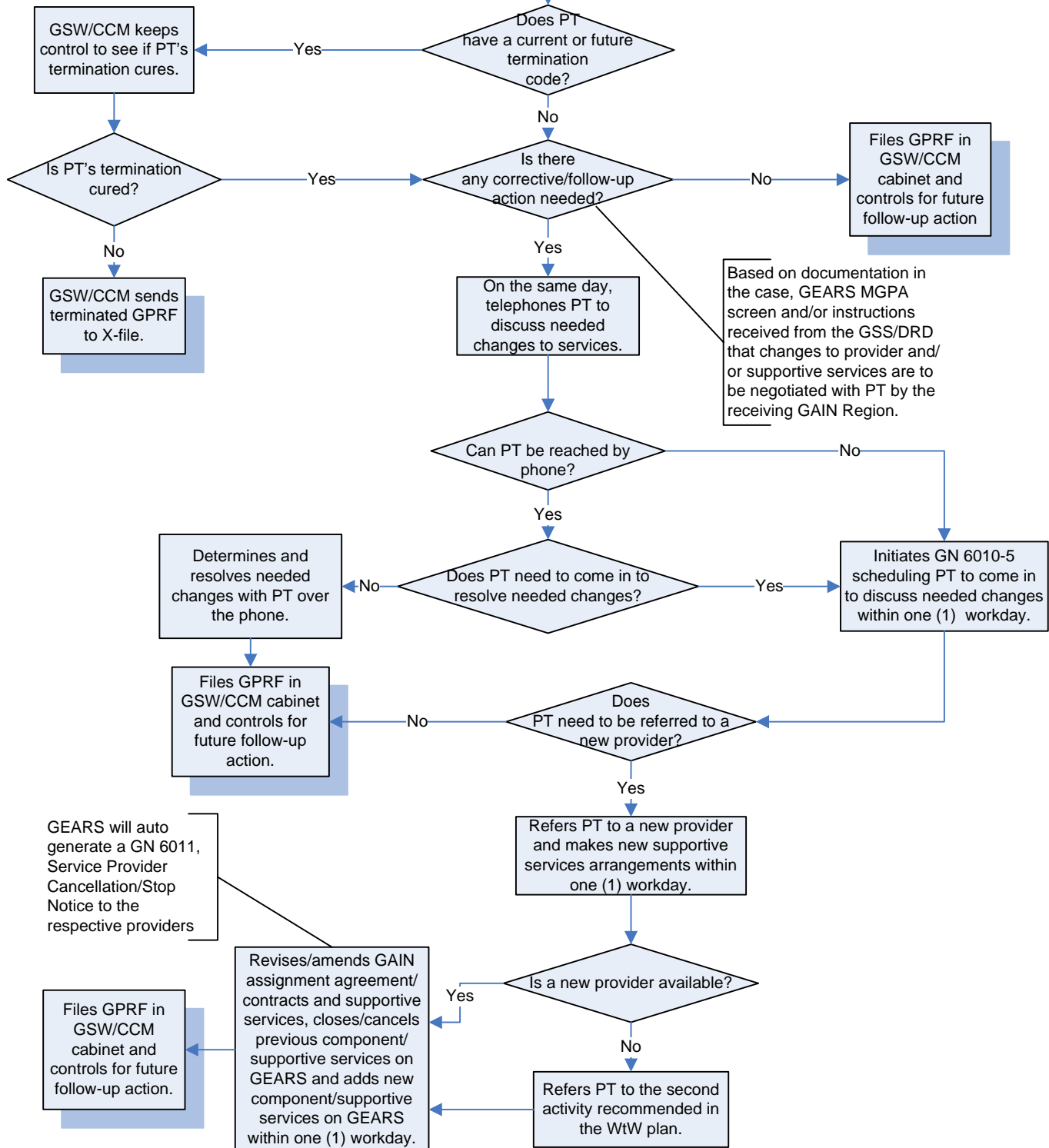
1513.2 Inter-Region Incoming Transfer Decision Chart – GAIN Services Worker

There is a “No Return Policy” for Inter-Region case Transfers. Receiving GSW/CCM is responsible for case errors, missing documents, etc. and needs to take corrective action as needed.

GSW/CCM receives incoming GPRF from Transfer Clerk and documents receipt of the case.

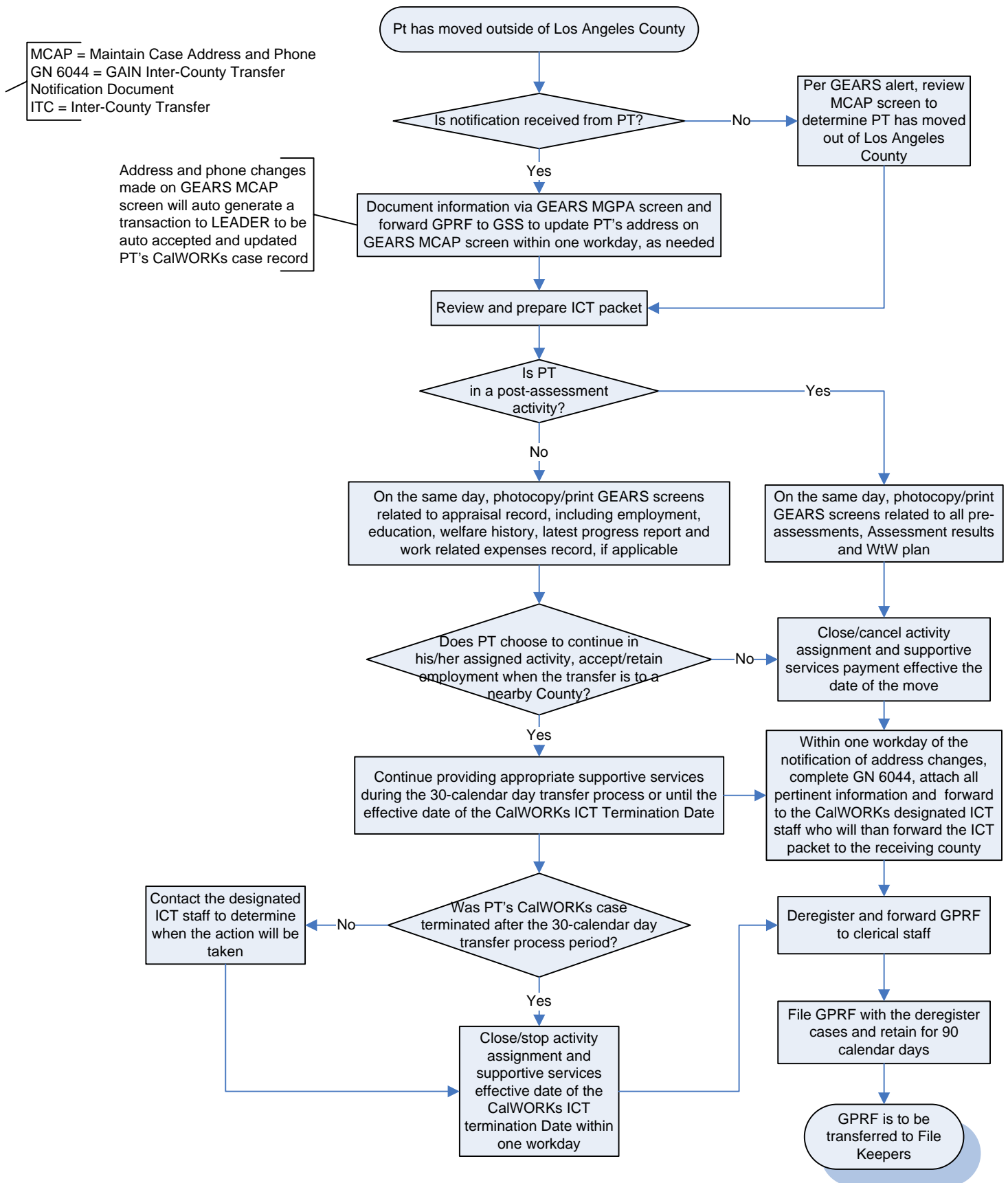
GSW/CCM reviews information in GPRF and GEARS screens for accuracy and for follow-up action.

GSW = GAIN Services Worker
CCM = Contracted Case Manager
MPTR = Participant/GSW File Transfer
DRD = Deputy Regional Director



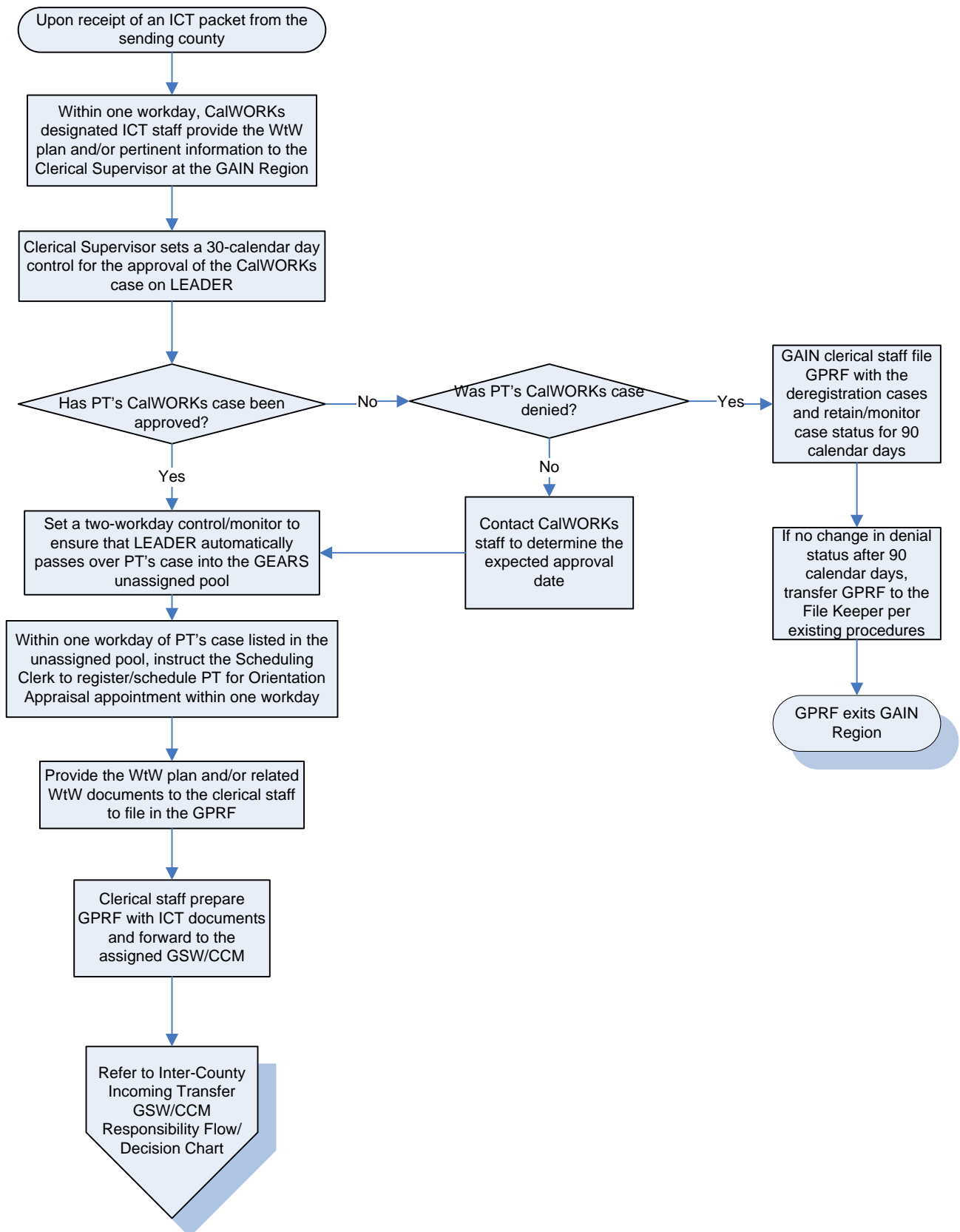
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1513.3 Inter-County Outgoing Transfer Decision Chart



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1513.4 Inter-County Incoming Transfer Clerical Responsibilities Decision Chart



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1513.5 Inter-County Incoming Transfer GSW/CCM Responsibilities Decision Chart

